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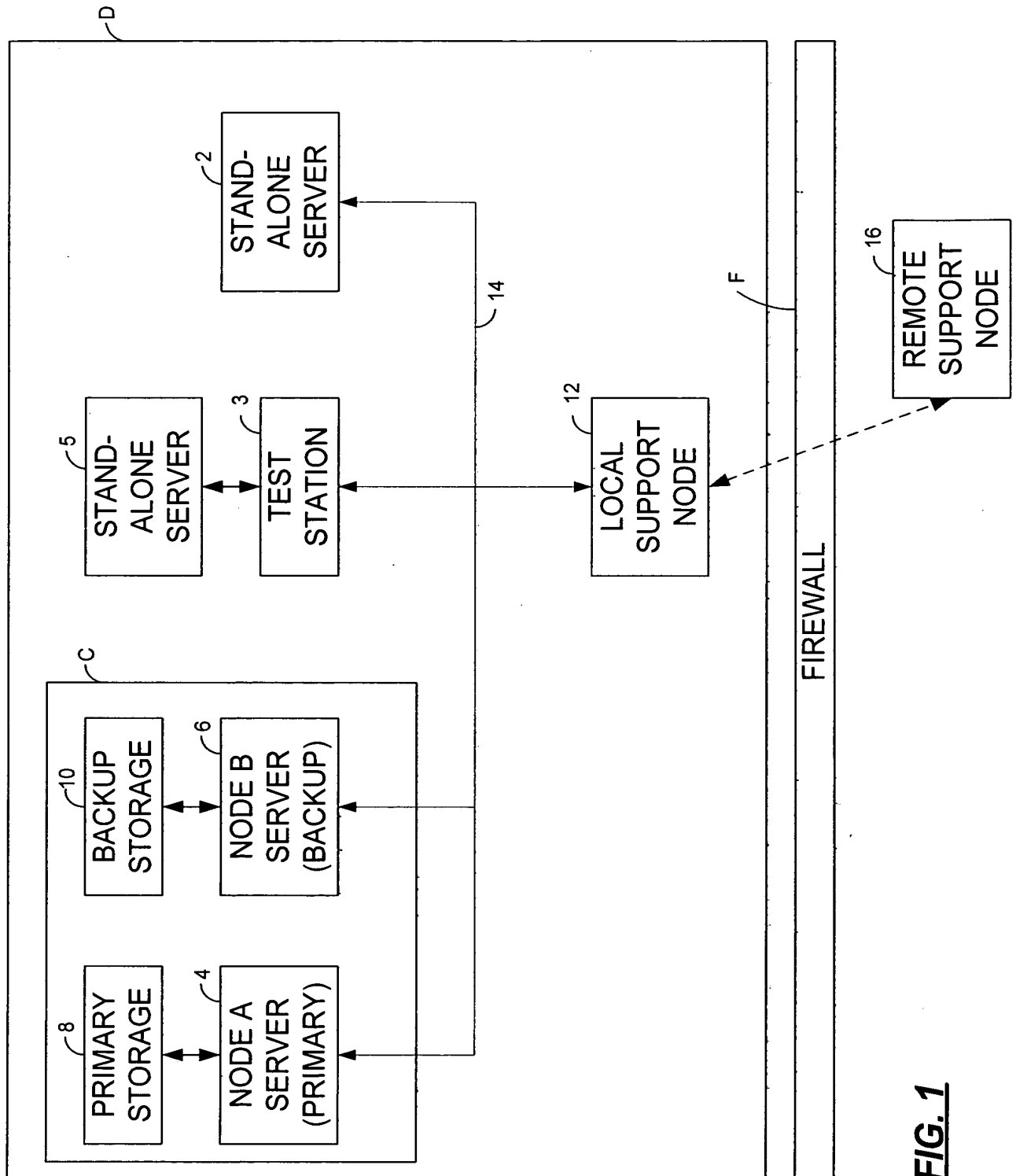
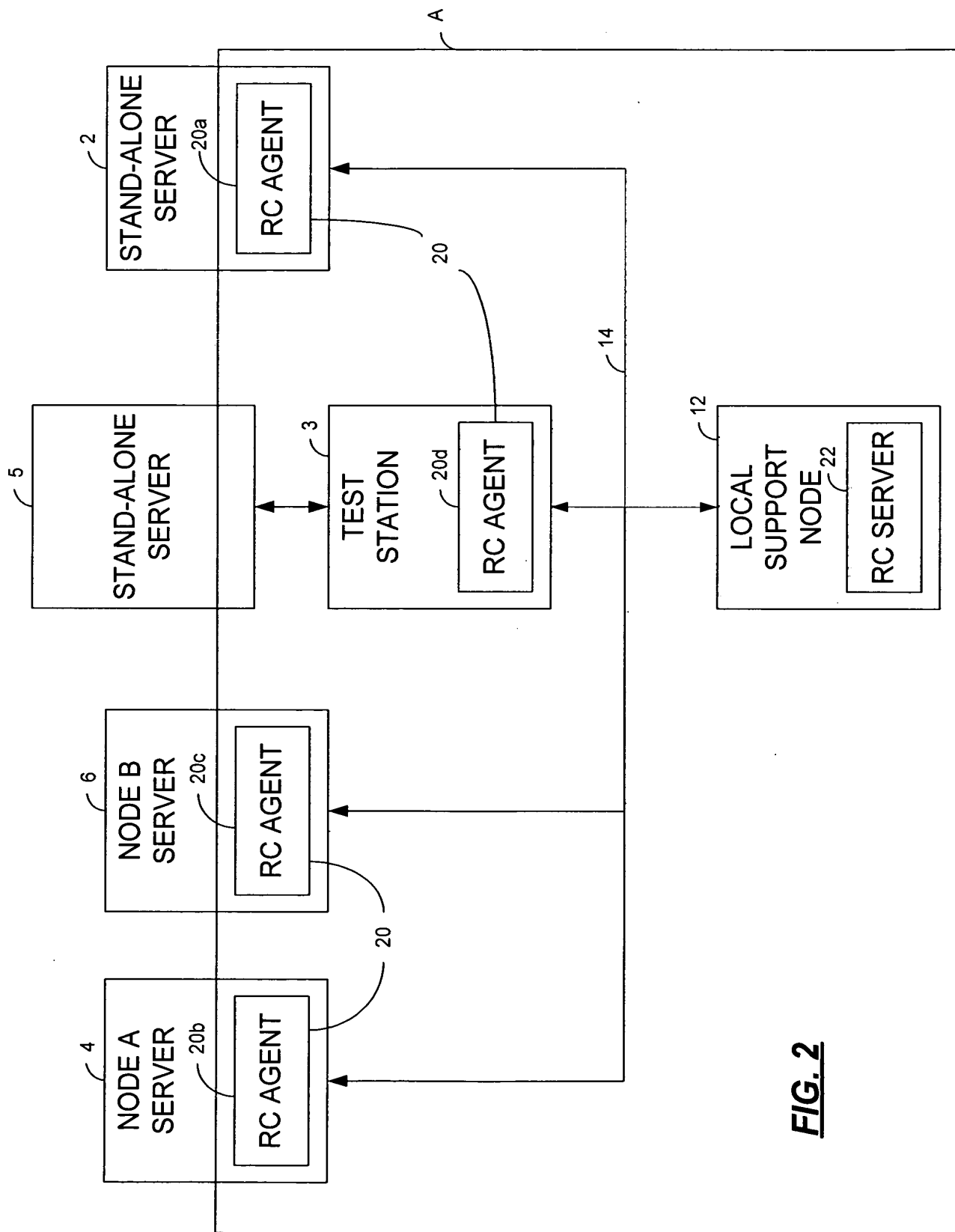


FIG. 1

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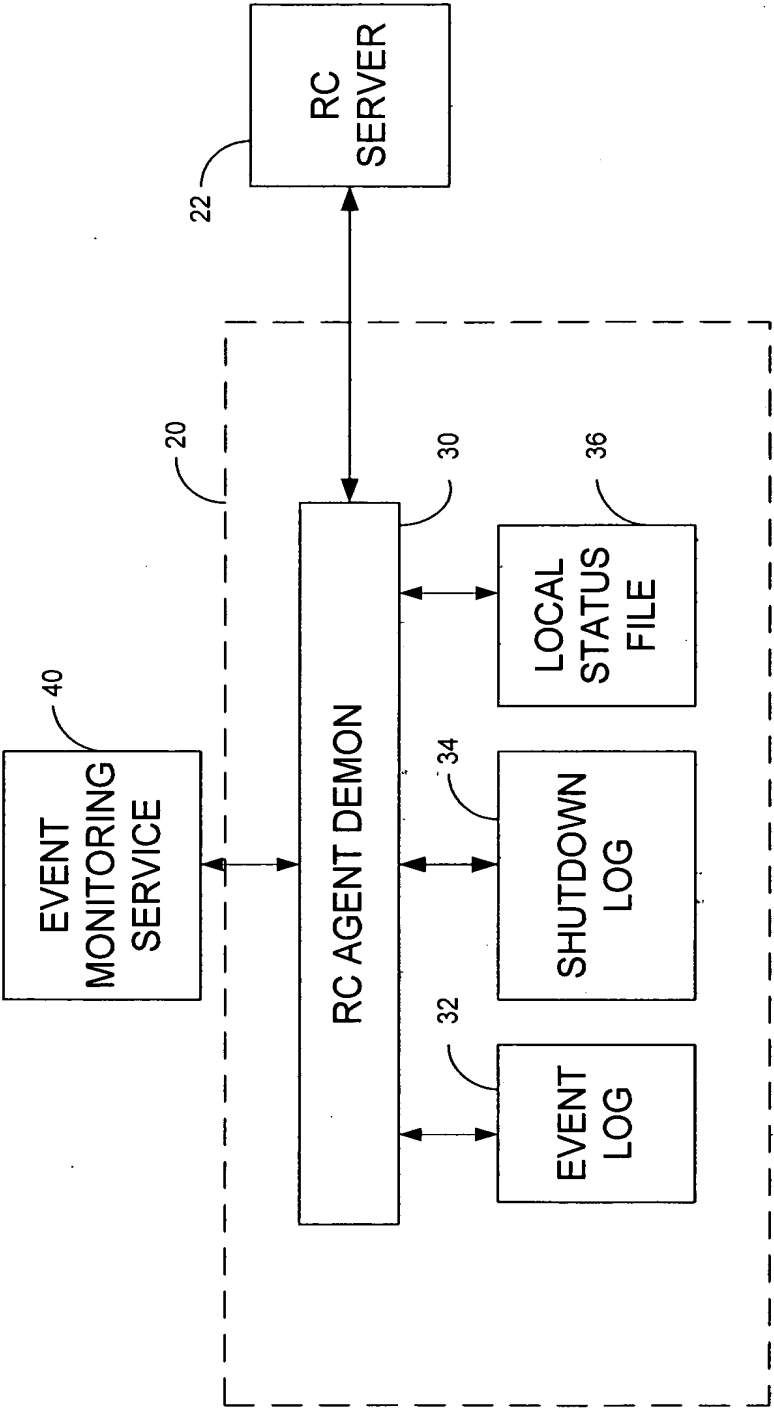
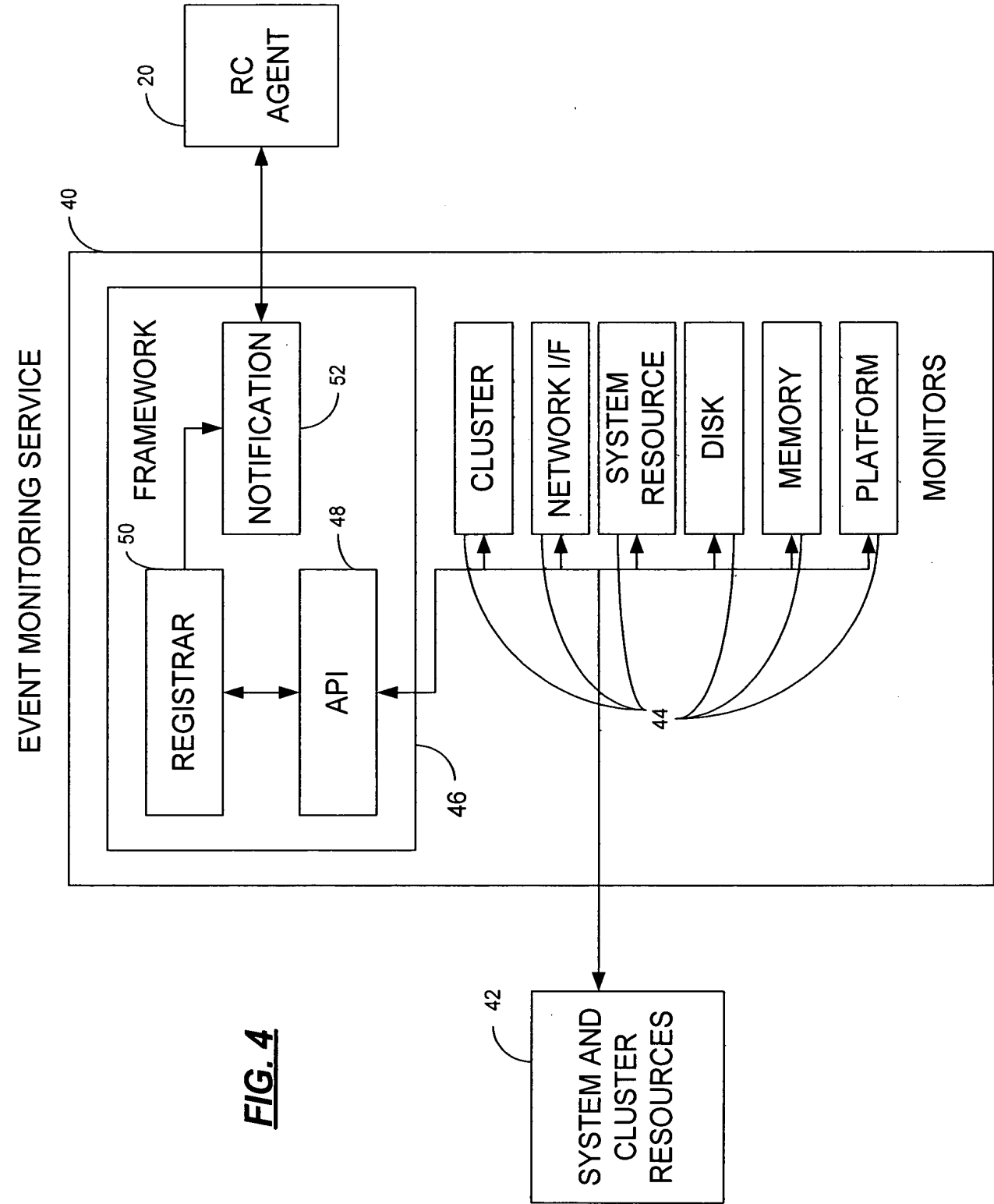
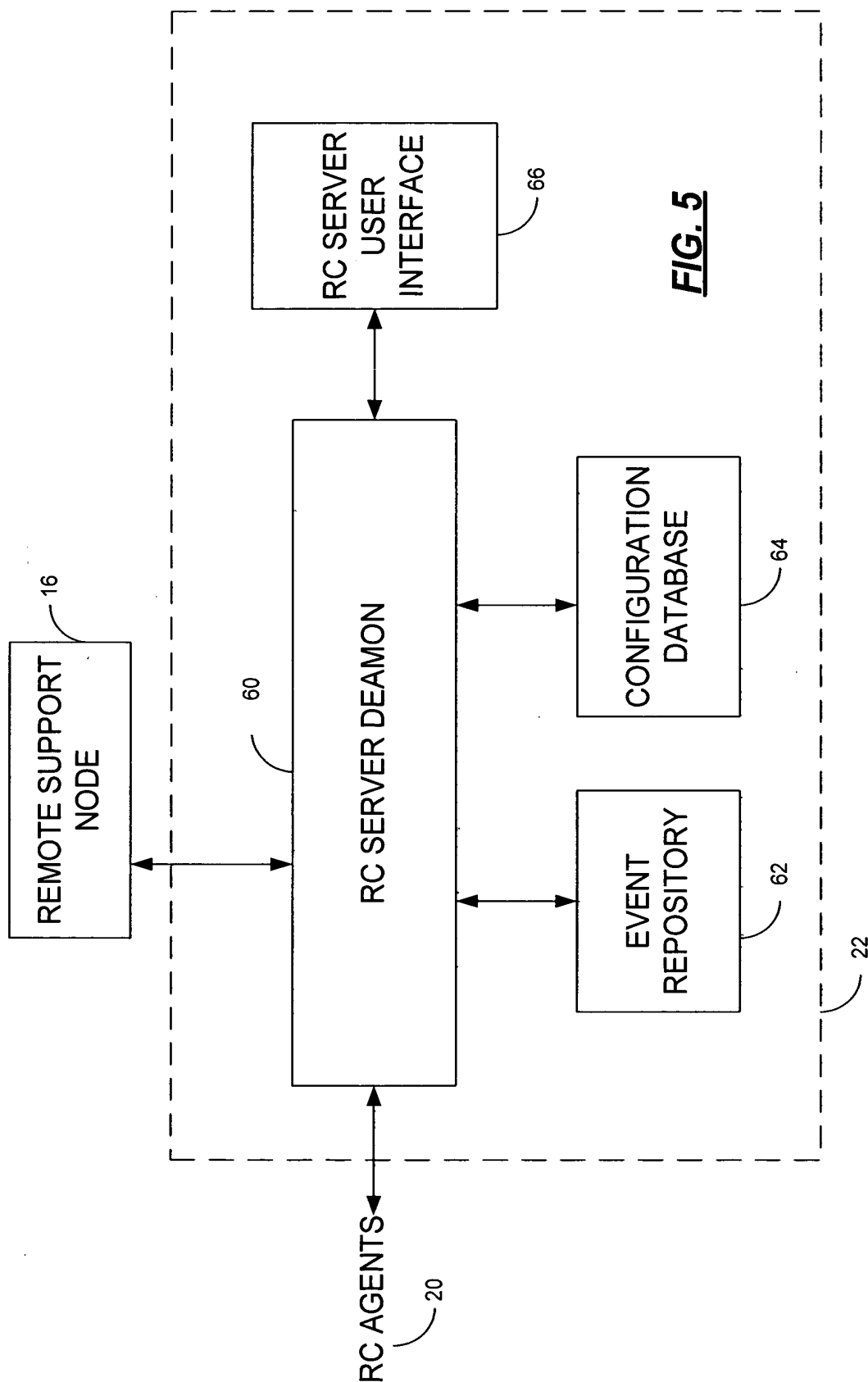


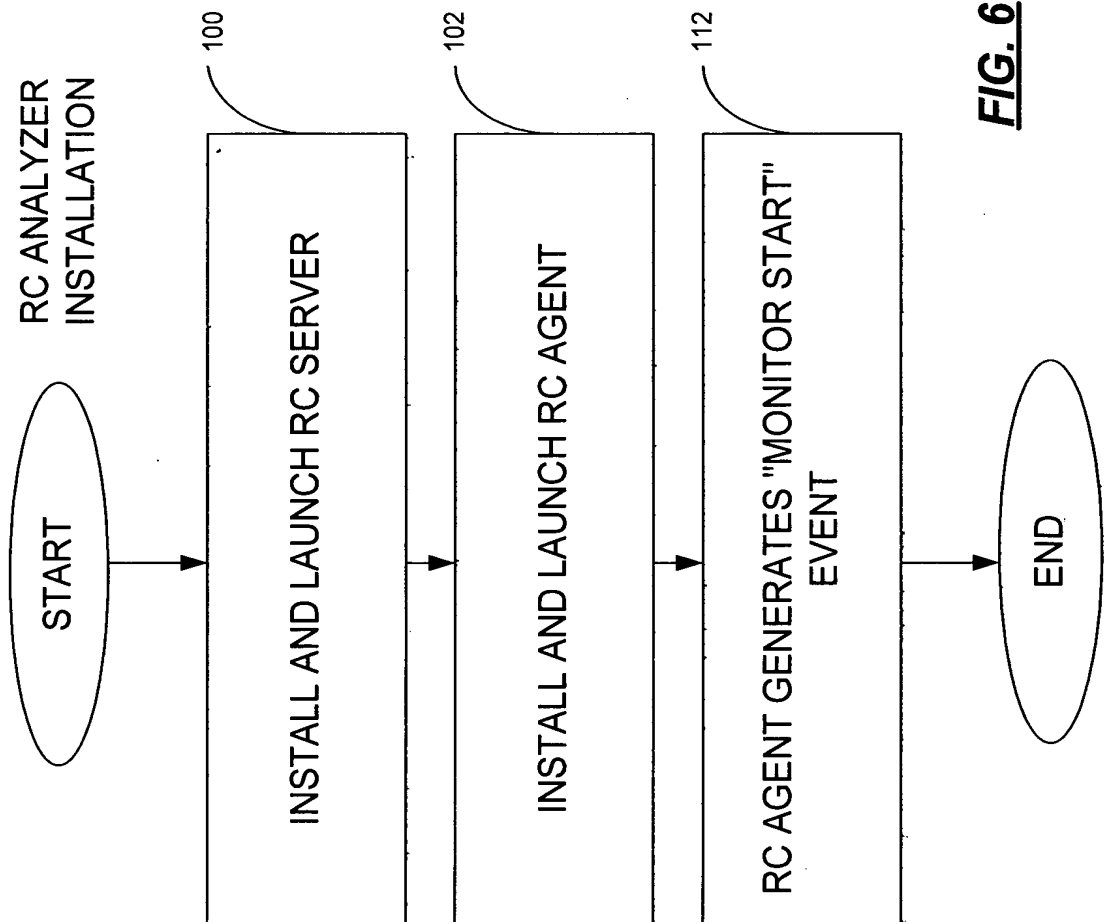
FIG. 3



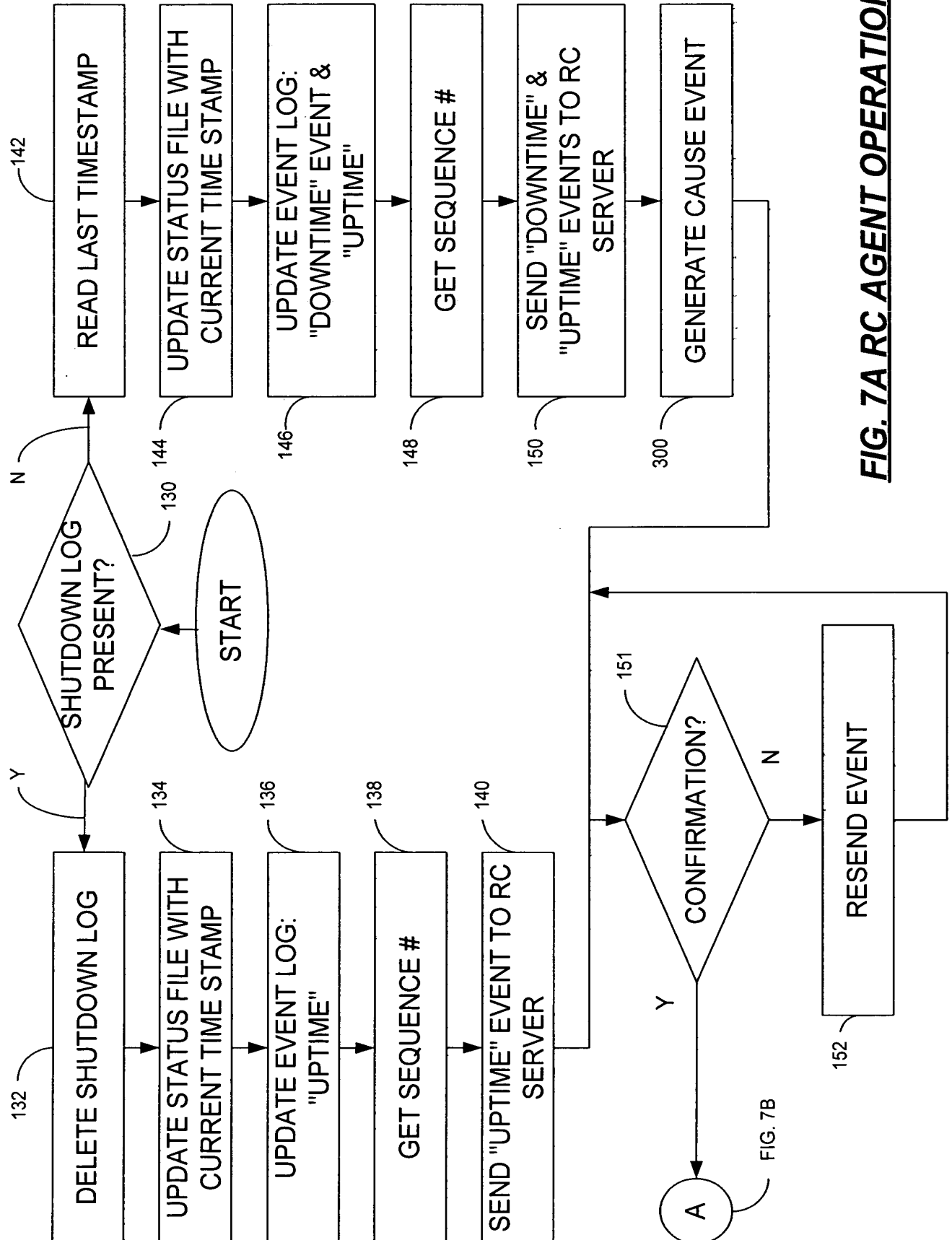
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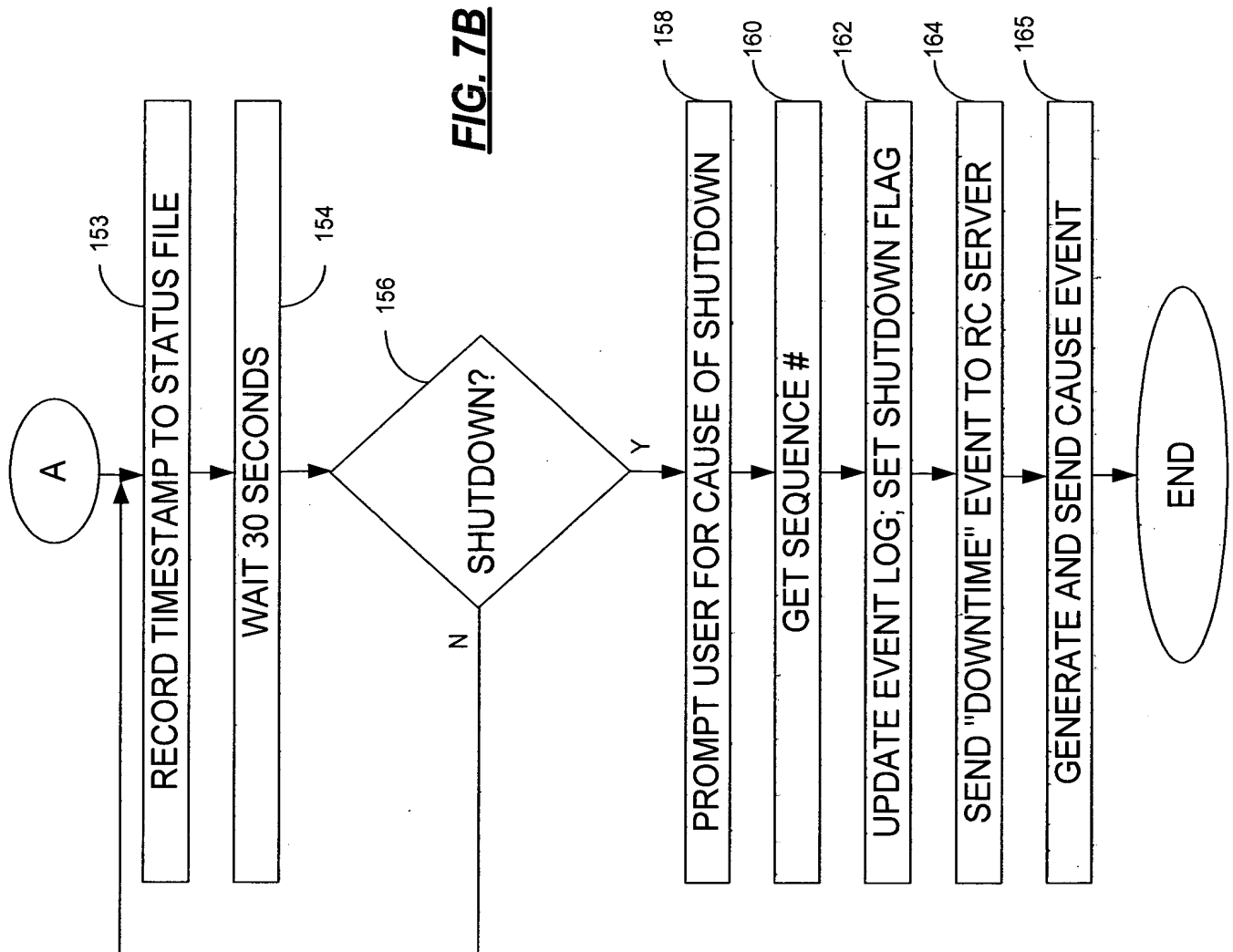
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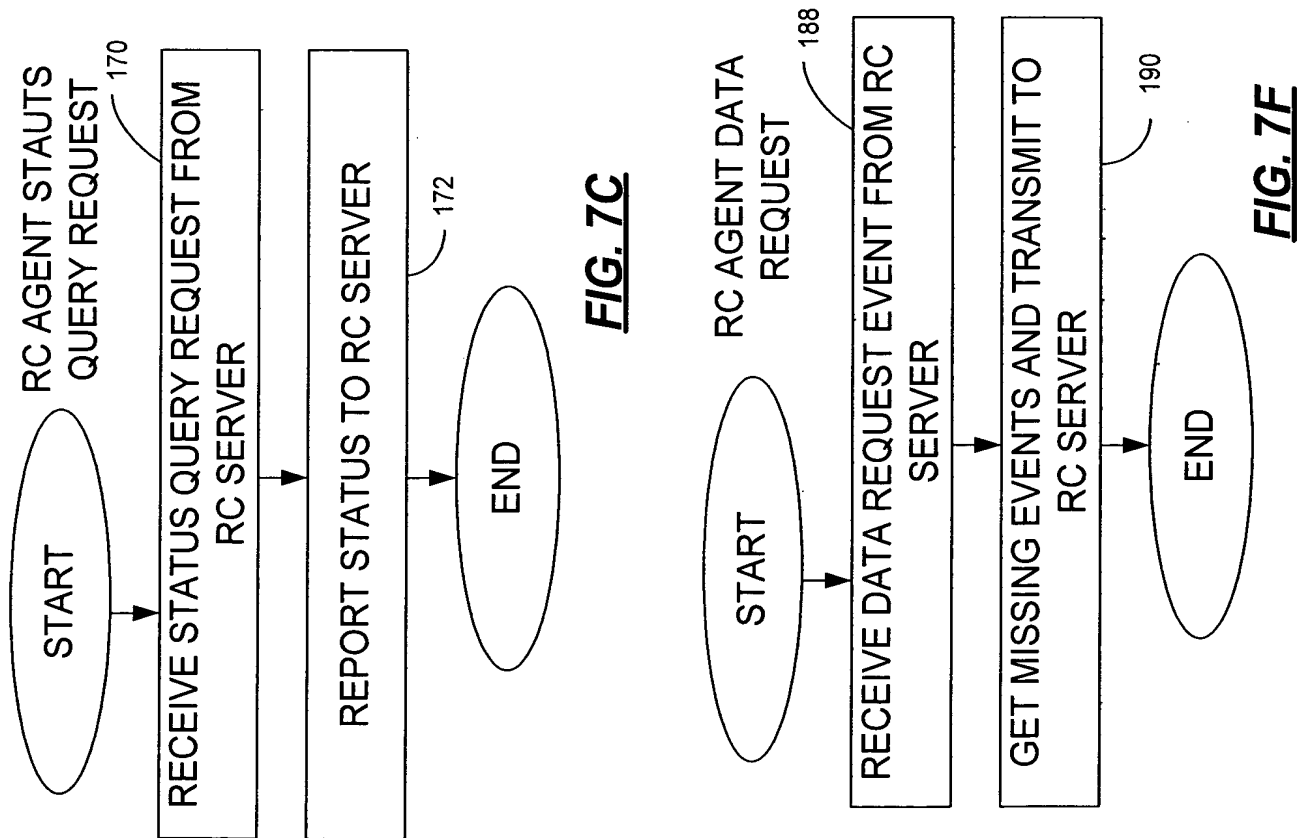
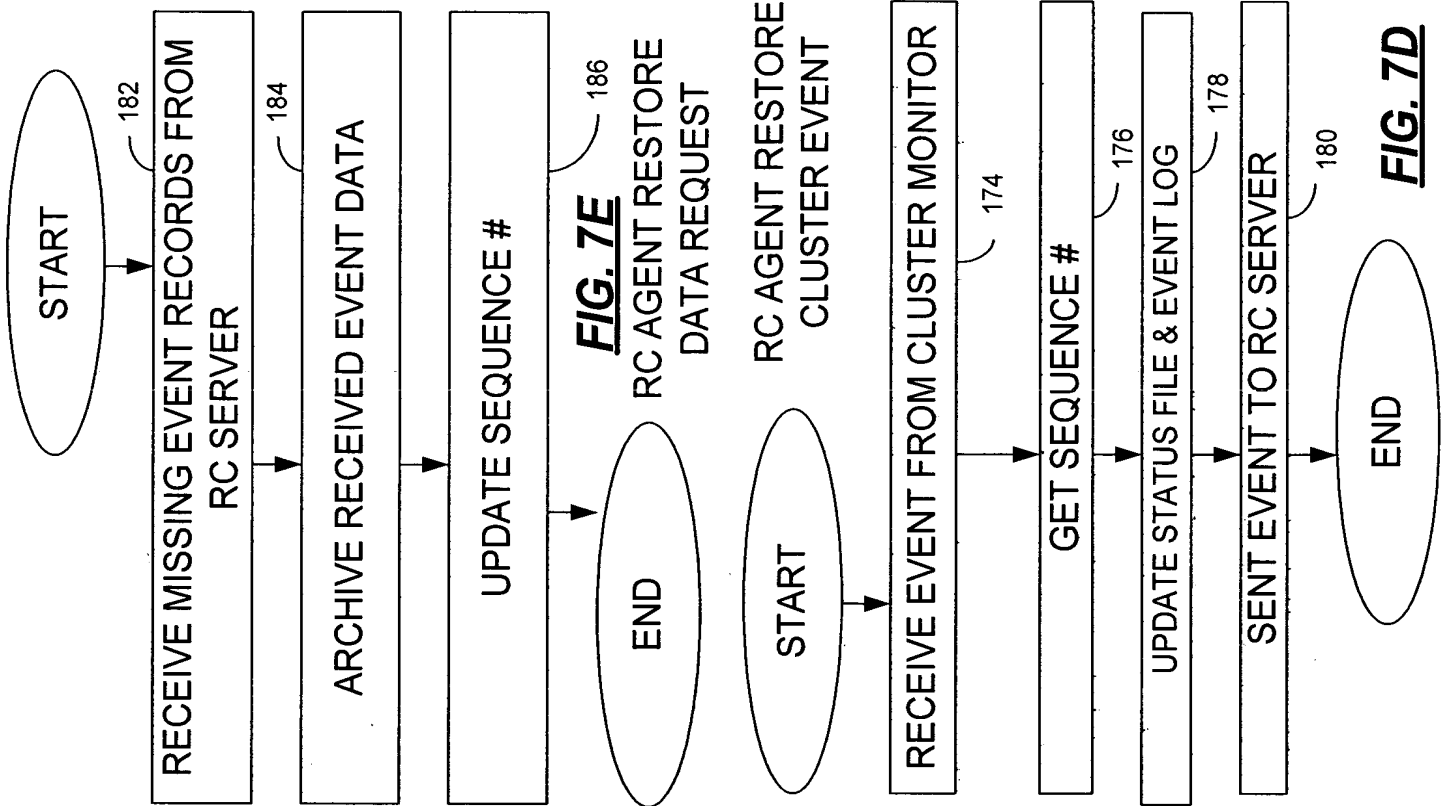
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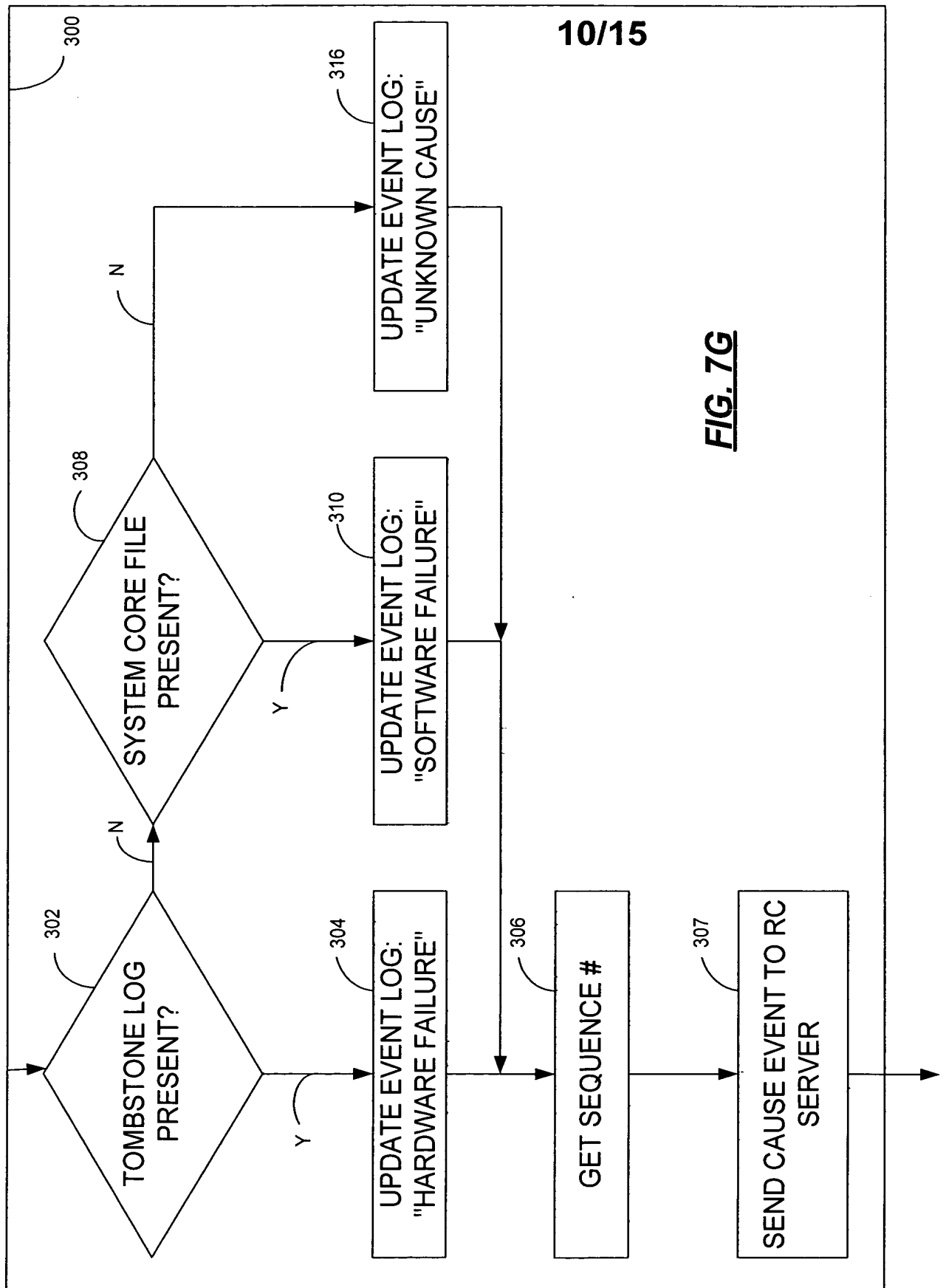


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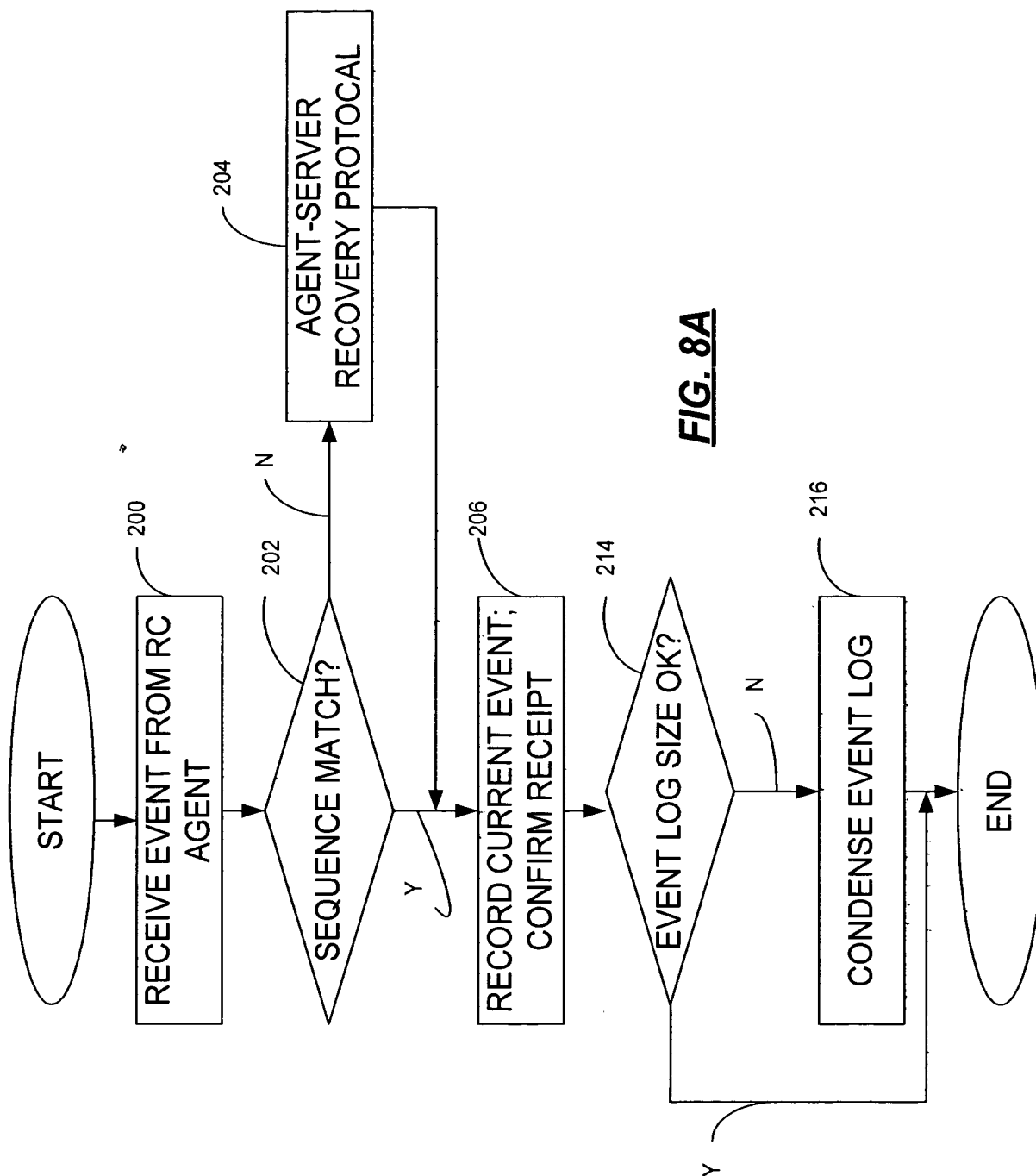


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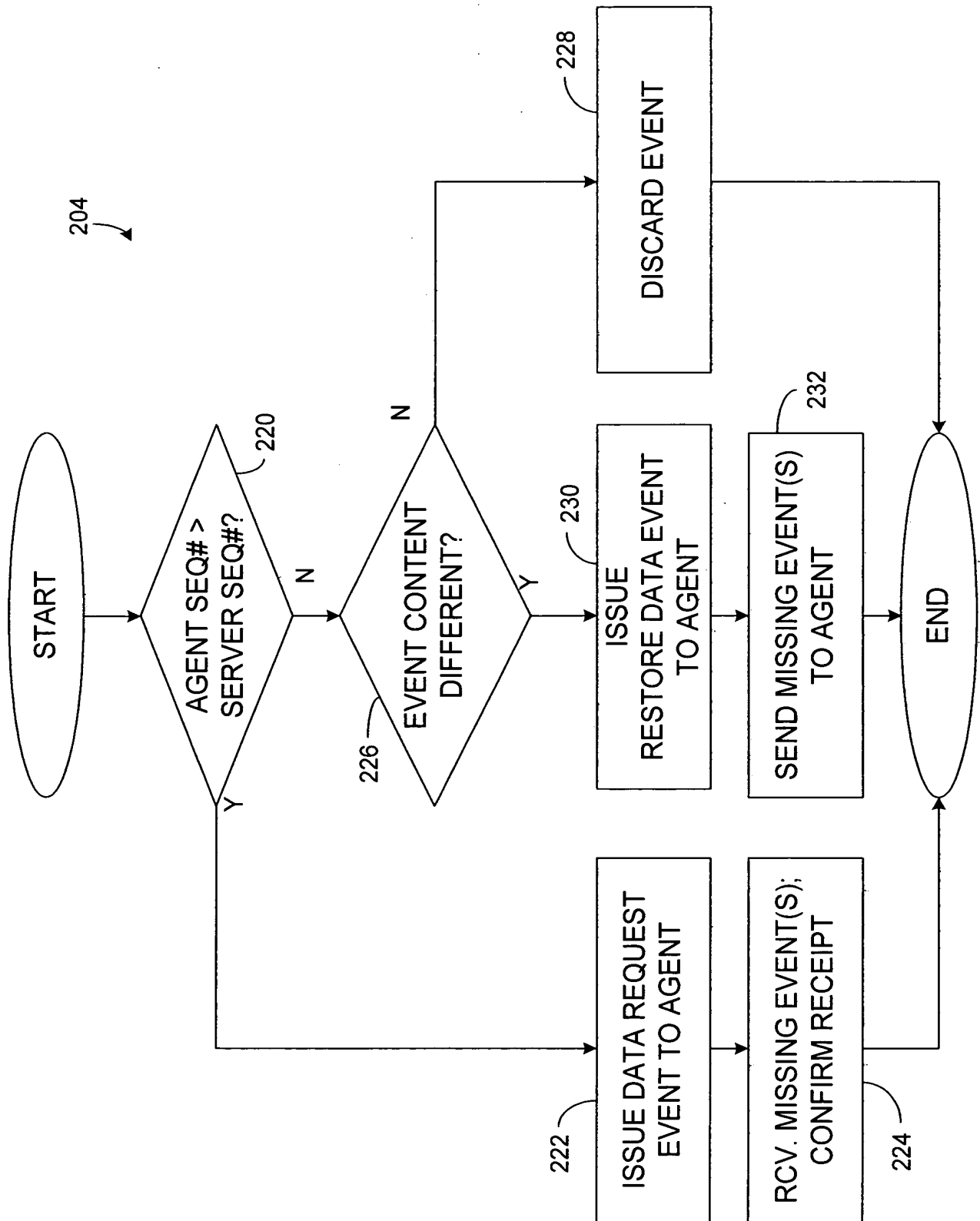




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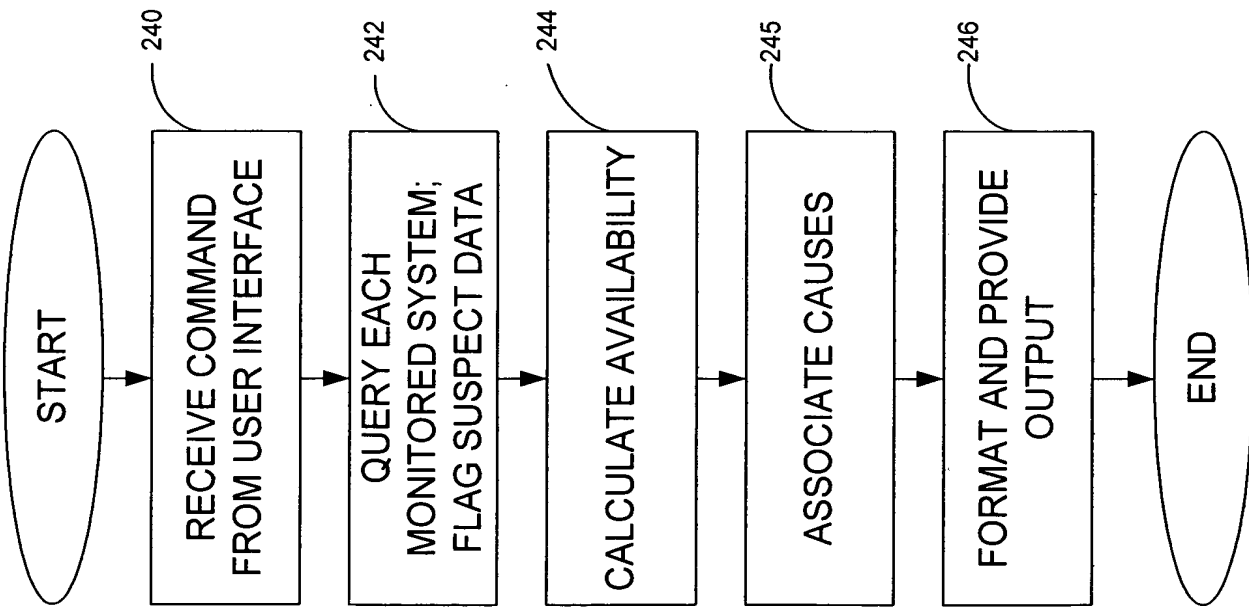


FIG. 8C RC SERVER DATA RPTG.

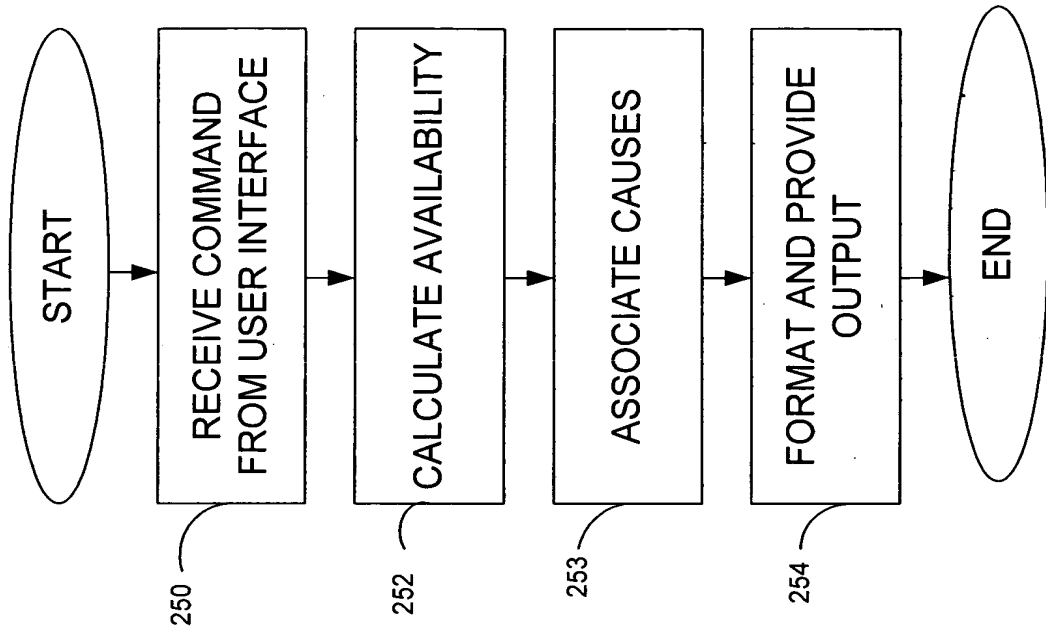


FIG. 8D RC SERVER DATA EXPORT

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RC ANALYSIS AVAILABILITY REPORT
FOR 'CUSTOMER X' FROM HAM installation to Tue Mar 16 11:31:23 MST 2003 PRINTED Tue Mar 16 11:31:28 MST 2003

===== System Availability History =====

Event Date	Entity	Type	Duration	+7 P? Notes
1 Sun Mar 07 13:11:00 EST 2003	ms31988ntb	system		Y began monitoring
2 Sun Mar 07 13:11:24 EST 2003	ms31988ntb	system	219	Y halted
3 Sun Mar 07 17:18:57 EST 2003	ms31988ntb	system	2	Y halted
4 Sun Mar 07 12:22:48 EST 2003	ms31988ntb	system	6	N went down, software
5 Sun Mar 07 10:59:50 EST 2003	trinidad.fc.com	system		Y began monitoring
6 Sun Mar 07 11:01:29 EST 2003	trinidad.fc.com	system	3	Y halted

=====

All times in minutes
+ = event ongoing at end of reporting period.

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===== Aggregate System Availability Report =====

Number of downtime events: 4

Number of unplanned downtime events: 1

Number of planned downtime events: 3

Aggregate monitoring time: 21532

Total planned downtime: 222

Total unplanned downtime: 6

System Availability for the period: 0.98915

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===== Detailed System Availability Report =====

Entity	Accuracy	Entity Information	Availability ??
ms3198ntb	+/- 0.5 min	Vectra XU 6/200 XB6 NT4.0 SP3	0.98251
trinidad.fc.com	+/- 0.5 min	HP-UX B.10.20 A 9000/869	0.99975

=====

? = unreachable at time of report, availability may be suspect.

===== RC Analysis Error Report =====

No errors logged during the reporting period.

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FIG. 8E CAUSE ANALYSIS

Event, I?, Date	Time	UTC (ms)	Entity	Type	Uptime	Downtime	+, P?, Enterprise	Server ID	Notes
1, Y, Sun 07 Mar 2003, 13:11:00	EST	920837460718	ms3198ntb	system	1,	0,	Y,,	XXCust,1234567890	began monitoring
2, Y, Sun 07 Mar 2003, 13:11:24	EST	920837484921	ms3198ntb	system	0,	219,	Y,,	XXCust,1234567890	halted
3, Y, Sun 07 Mar 2003, 16:49:47	EST	920850587125	ms3198ntb	system	30,	0,	Y,,	XXCust,1234567890	
4, Y, Sun 07 Mar 2003, 17:18:57	EST	920832337296	ms3198ntb	system	0,	2,	Y,,	XXCust,1234567890	halted
5, Y, Sun 07 Mar 2003, 17:20:10	EST	920837410468	ms3198ntb	system	1163,	0,	Y,,	XXCust,1234567890	
6, Y, Mon 07 Mar 2003, 12:42:28	EST	920922148500	ms3198ntb	system	0,	6,	Y,,	XXCust,1234567890	went down, hardware
7, Y, Mon 07 Mar 2003, 12:47:48	EST	920922468406	ms3198ntb	system	4511,	0+,	Y,,	XXCust,1234567890	
8, Y, Wed 07 Mar 2003, 10:59:50	EST	921088790203	trinidad	system	2,	0,	Y,,	XXCust,1234567890	began monitoring
8, Y, Wed 07 Mar 2003, 11:01:59	EST	92108889216	trinidad	system	0,	3,	Y,,	XXCust,1234567890	halted
8, Y, Wed 07 Mar 2003, 11:03:39	EST	921089019234	trinidad	system	1736,	0+,	Y,,	XXCust,1234567890	
Availability Computation									
UPTIME = 1 + 30 + 1163 + 4511 + 2 + 1736 = 7443									
DOWNTIME = 219 + 2 + 6 + 3 = 230									
MONITORED TIME = UPTIME + DOWNTIME = 7673									
AVAILABILITY = UPTIME / MONITORED TIME = 0.97002 = 97.002%									

FIG. 8F AVAILABILITY COMPUTATION